Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	Medium	FCR Total
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 1	0 0	3 1
	Application Support	Sam Clark	1 1	0 0	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	0 0	0 0	1 1
	Capitol Desktop Support	Tom Hanson	0 0	0 0	8 8	0 0	8 8
		Assigned to Individual Total	0 0	0 0	8 8	0 0	8 8
	Capitol Hosting	Dale Hicks	0 0	0 0	1 0	0 0	1 0
		Danny Black	0 0	3 0	0 0	0 0	3 0
		Matt Dunlap	0 0	1 0	0 0	0 0	1 0

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	1 0	0 0	6 0
	Help Desk	Brenda Treadway	0 0	0 0	1 1	0 0	1 1
		Eileen Dubach	0 0	0 0	1 0	0 0	1 0
		James Stearns	0 0	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	0 0	3 3	0 0	3 3
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	0 0	11 9	0 0	11 9
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro C Help Desk	Cindy Romrell	0 0	0 0	238 238	0 0	238 238
		Torrens Arnold	0 0	0 0	88 88	0 0	88 88
		Assigned to Individual Total	0 0	0 0	326 326	0 0	326 326

Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Metro C Hosting	Adam Sorensen	0 0	0 0	0 0	1 0	1 0
		Caleb Pryor	1 1	1 0	0 0	0 0	2 1
		Scott Gabbert	0 0	2 0	0 0	1 0	3 0
		Assigned to Individual Total	1 1	3 0	0 0	2 0	6 1
	Metro C West Desktop Support	Bill Hall	0 0	0 0	77 46	0 0	77 46
		Brian Bobo	0 0	0 0	15 15	0 0	15 15
		Jared B Jensen	0 0	0 0	4 4	0 0	4 4
		Tyson Wall	0 0	0 0	22 22	0 0	22 22
		Assigned to Individual Total	0 0	0 0	118 87	0 0	118 87
	Network Operations	Brant Davis	0 0	2 0	0 0	0 0	2 0
		Dave Bodily	0 0	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 0	1 1	1 0	4 1
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	26 18	0 0	26 18

Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	1 1	0 0	1 1
		Rod Montoya	0 0	0 0	1 0	0 0	1 0
		Todd Hardy	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	29 20	0 0	29 20
	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 1	0 0	1 1
		Ryan Casey	0 0	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	4 2	0 0	4 2
	Rural South Desktop Support	Doug Chaston	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Strategic Communications	Dennis Rogers	0 0	0 0	2 0	0 0	2 0
		Kerry Williamson	0 0	0 0	1 0	0 0	1 0
		Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	0 0	4 0	0 0	4 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Assigned Group Total		2 2	10 0	519 455	3 0	534 457
Customer Company Total			2 2	10 0	519 455	3 0	534 457

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Application Support	Sam Clark	1 1	0 0	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	0 0	0 0	1 1
	Capitol Desktop Support	Tom Hanson	0 0	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	0 0	8 0	0 0	8 0
	Capitol Hosting	Dale Hicks	0 0	0 0	1 1	0 0	1 1
		Danny Black	0 0	3 0	0 0	0 0	3 0
		Matt Dunlap	0 0	1 0	0 0	0 0	1 0

Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	1 1	0 0	6 1
	Help Desk	Brenda Treadway	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	1 0	0 0	1 0
		James Stearns	0 0	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro C Help Desk	Cindy Romrell	0 0	0 0	238 0	0 0	238 0
		Torrens Arnold	0 0	0 0	88 0	0 0	88 0
		Assigned to Individual Total	0 0	0 0	326 0	0 0	326 0

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Metro C Hosting	Adam Sorensen	0 0	0 0	0 0	1 0	1 0
		Caleb Pryor	1 0	1 0	0 0	0 0	2 0
		Scott Gabbert	0 0	2 0	0 0	1 0	3 0
		Assigned to Individual Total	1 0	3 0	0 0	2 0	6 0
	Metro C West Desktop Support	Bill Hall	0 0	0 0	77 0	0 0	77 0
		Brian Bobo	0 0	0 0	15 0	0 0	15 0
		Jared B Jensen	0 0	0 0	4 0	0 0	4 0
		Tyson Wall	0 0	0 0	22 0	0 0	22 0
		Assigned to Individual Total	0 0	0 0	118 0	0 0	118 0
	Network Operations	Brant Davis	0 0	2 0	0 0	0 0	2 0
		Dave Bodily	0 0	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	1 0	4 0
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	26 0	0 0	26 0

Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	0 0	1 1	0 0	1 1
		Todd Hardy	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	29 1	0 0	29 1
	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	0 0	1 1	0 0	1 1
		Wayne Higgs	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	4 1	0 0	4 1
	Rural South Desktop Support	Doug Chaston	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	0 0	2 0	0 0	2 0
		Kerry Williamson	0 0	0 0	1 0	0 0	1 0
		Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	0 0	4 0	0 0	4 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Assigned Group Total		2 1	10 0	519 3	3 0	534 4
Customer Company Total			2 1	10 0	519 3	3 0	534 4

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				
			Critical	High	Low	Medium	ATTIR Total
Public Safety	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 0.93	0 0.00	1 0.93
		Paul Lundell	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Tony Larsen	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	0 0.00	3 0.45	0 0.00	3 0.45
	Application Support	Sam Clark	1 2.37	0 0.00	0 0.00	0 0.00	1 2.37
		Assigned to Individual Total	1 2.37	0 0.00	0 0.00	0 0.00	1 2.37
	Capitol Desktop Support	Tom Hanson	0 0.00	0 0.00	8 0.20	0 0.00	8 0.20
		Assigned to Individual Total	0 0.00	0 0.00	8 0.20	0 0.00	8 0.20
	Capitol Hosting	Dale Hicks	0 0.00	0 0.00	1 1.36	0 0.00	1 1.36
		Danny Black	0 0.00	3 0.00	0 0.00	0 0.00	3 0.00
		Matt Dunlap	0 0.00	1 0.21	0 0.00	0 0.00	1 0.21

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.34	0 0.00	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	5 0.11	1 1.36	0 0.00	6 0.32
	Help Desk	Brenda Treadway	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
		Eileen Dubach	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
		James Stearns	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Sarah Johnson	0 0.00	0 0.00	1 0.63	0 0.00	1 0.63
		Vicky Marrelli	0 0.00	0 0.00	4 0.13	0 0.00	4 0.13
		Assigned to Individual Total	0 0.00	0 0.00	11 0.14	0 0.00	11 0.14
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	238 0.00	0 0.00	238 0.00
		Torrens Arnold	0 0.00	0 0.00	88 0.00	0 0.00	88 0.00
		Assigned to Individual Total	0 0.00	0 0.00	326 0.00	0 0.00	326 0.00

Public Safety

			Critical	High	Low	Medium	ATTIR Total
Public Safety	Metro C Hosting	Adam Sorensen	0 0.00	0 0.00	0 0.00	1 0.00	1 0.00
		Caleb Pryor	1 0.22	1 0.50	0 0.00	0 0.00	2 0.36
		Scott Gabbert	0 0.00	2 0.00	0 0.00	1 0.08	3 0.03
		Assigned to Individual Total	1 0.22	3 0.17	0 0.00	2 0.04	6 0.13
	Metro C West Desktop Support	Bill Hall	0 0.00	0 0.00	77 0.00	0 0.00	77 0.00
		Brian Bobo	0 0.00	0 0.00	15 0.00	0 0.00	15 0.00
		Jared B Jensen	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Tyson Wall	0 0.00	0 0.00	22 0.00	0 0.00	22 0.00
		Assigned to Individual Total	0 0.00	0 0.00	118 0.00	0 0.00	118 0.00
	Network Operations	Brant Davis	0 0.00	2 0.15	0 0.00	0 0.00	2 0.15
		Dave Bodily	0 0.00	0 0.00	0 0.00	1 0.00	1 0.00
		Kelli Okumura	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.15	1 0.00	1 0.00	4 0.07
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	26 0.00	0 0.00	26 0.00

Public Safety

			Critical	High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	0 0.00	1 6.75	0 0.00	1 6.75
		Todd Hardy	0 0.00	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	0 0.00	29 0.24	0 0.00	29 0.24
	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ryan Casey	0 0.00	0 0.00	1 2.45	0 0.00	1 2.45
		Wayne Higgs	0 0.00	0 0.00	2 0.47	0 0.00	2 0.47
		Assigned to Individual Total	0 0.00	0 0.00	4 0.85	0 0.00	4 0.85
	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 0.31	0 0.00	2 0.31
		Kerry Williamson	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Luis Larios	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	0 0.00	4 0.24	0 0.00	4 0.24

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	ATTIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie Sabato	0 0.00	0 0.00	4 0.03	0 0.00	4 0.03
		Leon Owen	0 0.00	0 0.00	1 0.94	0 0.00	1 0.94
		Romanza Hamblin Sorensen	0 0.00	0 0.00	4 0.19	0 0.00	4 0.19
		Assigned to Individual Total	0 0.00	0 0.00	10 0.18	0 0.00	10 0.18
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Mike Johnson	0 0.00	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	0 0.00	0 0.00	2 0.18	0 0.00	2 0.18
	Assigned Group Total		2 1.29	10 0.14	519 0.04	3 0.03	534 0.04
Customer Company Total			2 1.29	10 0.14	519 0.04	3 0.03	534 0.04

Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Application Support	Sam Clark	1 0	0 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	0 0	1 0
	Capitol Desktop Support	Tom Hanson	0 0	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	0 0	8 0	0 0	8 0
	Capitol Hosting	Dale Hicks	0 0	0 0	1 0	0 0	1 0
		Danny Black	0 0	3 3	0 0	0 0	3 3
		Matt Dunlap	0 0	1 0	0 0	0 0	1 0

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	0 0	1 0
		Assigned to Individual Total	0 0	5 3	1 0	0 0	6 3
	Help Desk	Brenda Treadway	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	1 0	0 0	1 0
		James Stearns	0 0	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	11 1	0 0	11 1
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro C Help Desk	Cindy Romrell	0 0	0 0	238 0	0 0	238 0
		Torrens Arnold	0 0	0 0	88 0	0 0	88 0
		Assigned to Individual Total	0 0	0 0	326 0	0 0	326 0

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Metro C Hosting	Adam Sorensen	0 0	0 0	0 0	1 0	1 0
		Caleb Pryor	1 0	1 0	0 0	0 0	2 0
		Scott Gabbert	0 0	2 0	0 0	1 0	3 0
		Assigned to Individual Total	1 0	3 0	0 0	2 0	6 0
	Metro C West Desktop Support	Bill Hall	0 0	0 0	77 0	0 0	77 0
		Brian Bobo	0 0	0 0	15 0	0 0	15 0
		Jared B Jensen	0 0	0 0	4 0	0 0	4 0
		Tyson Wall	0 0	0 0	22 0	0 0	22 0
		Assigned to Individual Total	0 0	0 0	118 0	0 0	118 0
	Network Operations	Brant Davis	0 0	2 0	0 0	0 0	2 0
		Dave Bodily	0 0	0 0	0 0	1 0	1 0
		Kelli Okumura	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	1 0	1 0	4 0
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	26 1	0 0	26 1

Enterprise Incident Report May 2012

As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	0 0	1 1	0 0	1 1
		Todd Hardy	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	29 2	0 0	29 2
	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0
	Rural South Desktop Support	Doug Chaston	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	0 0	0 0	2 1	0 0	2 1
		Kerry Williamson	0 0	0 0	1 0	0 0	1 0
		Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	4 1	0 0	4 1

Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	0 0	4 0	0 0	4 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	10 3	519 4	3 0	534 7
Customer Company Total			2 0	10 3	519 4	3 0	534 7

Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Public Safety	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 1.10	0 0.00	1 1.10
		Paul Lundell	0 0.00	0 0.00	1 0.54	0 0.00	1 0.54
		Tony Larsen	0 0.00	0 0.00	1 5.96	0 0.00	1 5.96
		Assigned to Individual Total	0 0.00	0 0.00	3 2.53	0 0.00	3 2.53
	Application Support	Sam Clark	1 2.37	0 0.00	0 0.00	0 0.00	1 2.37
		Assigned to Individual Total	1 2.37	0 0.00	0 0.00	0 0.00	1 2.37
	Capitol Desktop Support	Tom Hanson	0 0.00	0 0.00	8 1.21	0 0.00	8 1.21
		Assigned to Individual Total	0 0.00	0 0.00	8 1.21	0 0.00	8 1.21
	Capitol Hosting	Dale Hicks	0 0.00	0 0.00	1 2.35	0 0.00	1 2.35
		Danny Black	0 0.00	3 11.47	0 0.00	0 0.00	3 11.47
		Matt Dunlap	0 0.00	1 0.95	0 0.00	0 0.00	1 0.95

Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.34	0 0.00	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	5 7.14	1 2.35	0 0.00	6 6.34
	Help Desk	Brenda Treadway	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Eileen Dubach	0 0.00	0 0.00	1 0.22	0 0.00	1 0.22
		James Stearns	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Sarah Johnson	0 0.00	0 0.00	1 6.01	0 0.00	1 6.01
		Vicky Marrelli	0 0.00	0 0.00	4 0.32	0 0.00	4 0.32
		Assigned to Individual Total	0 0.00	0 0.00	11 0.71	0 0.00	11 0.71
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	0 0.00	1 0.05	0 0.00	1 0.05
	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	238 0.00	0 0.00	238 0.00
		Torrens Arnold	0 0.00	0 0.00	88 0.00	0 0.00	88 0.00
		Assigned to Individual Total	0 0.00	0 0.00	326 0.00	0 0.00	326 0.00

Enterprise Incident Report May 2012
As of 6/4/2012

Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Metro C Hosting	Adam Sorensen	0 0.00	0 0.00	0 0.00	1 0.00	1 0.00
		Caleb Pryor	1 0.22	1 2.88	0 0.00	0 0.00	2 1.55
		Scott Gabbert	0 0.00	2 0.47	0 0.00	1 0.59	3 0.51
		Assigned to Individual Total	1 0.22	3 1.28	0 0.00	2 0.30	6 0.77
	Metro C West Desktop Support	Bill Hall	0 0.00	0 0.00	77 1.04	0 0.00	77 1.04
		Brian Bobo	0 0.00	0 0.00	15 0.09	0 0.00	15 0.09
		Jared B Jensen	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Tyson Wall	0 0.00	0 0.00	22 0.03	0 0.00	22 0.03
		Assigned to Individual Total	0 0.00	0 0.00	118 0.70	0 0.00	118 0.70
	Network Operations	Brant Davis	0 0.00	2 0.67	0 0.00	0 0.00	2 0.67
		Dave Bodily	0 0.00	0 0.00	0 0.00	1 0.00	1 0.00
		Kelli Okumura	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.67	1 0.00	1 0.00	4 0.33
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	26 2.69	0 0.00	26 2.69

Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	0 0.00	1 6.75	0 0.00	1 6.75
		Todd Hardy	0 0.00	0 0.00	1 1.27	0 0.00	1 1.27
		Assigned to Individual Total	0 0.00	0 0.00	29 2.69	0 0.00	29 2.69
	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ryan Casey	0 0.00	0 0.00	1 2.45	0 0.00	1 2.45
		Wayne Higgs	0 0.00	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	0 0.00	4 0.89	0 0.00	4 0.89
	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 6.82	0 0.00	2 6.82
		Kerry Williamson	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Luis Larios	0 0.00	0 0.00	1 5.80	0 0.00	1 5.80
		Assigned to Individual Total	0 0.00	0 0.00	4 4.91	0 0.00	4 4.91

Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie Sabato	0 0.00	0 0.00	4 0.14	0 0.00	4 0.14
		Leon Owen	0 0.00	0 0.00	1 0.94	0 0.00	1 0.94
		Romanza Hamblin Sorensen	0 0.00	0 0.00	4 0.30	0 0.00	4 0.30
		Assigned to Individual Total	0 0.00	0 0.00	10 0.27	0 0.00	10 0.27
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.13	0 0.00	1 0.13
		Mike Johnson	0 0.00	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total	0 0.00	0 0.00	2 0.22	0 0.00	2 0.22
	Assigned Group Total		2 1.29	10 4.09	519 0.41	3 0.20	534 0.48
Customer Company Total			2 1.29	10 4.09	519 0.41	3 0.20	534 0.48

Public Safety

Detail

Incident	Person	Category1	Category2	Item	TIR Missed		Time1
INC000000501255	Jackie Barber	None	None	None	TIR Missed: No		0.95
Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Closed	TTR Missed: No		0.95
INC000000503235	Jason Chapman	EIS Hardware	None	None	TIR Missed: No		0.17
Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: No		5.80
INC000000504858	Shawn Judd	None	None	None	TIR Missed: No		0.23
Application Services	Tony Larsen	Public Safety	Low	Closed	TTR Missed: No		5.96
INC000000507215	Curtis Shields	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		0.20
INC000000507252	Rich Christianson	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No		2.06
INC000000507253	Janet Miller	PC/Laptop	Error	Utah Highway Patrol Mobile App	TIR Missed: No		0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No		2.06
INC000000507282	Raymond Thomson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507288	Jill Reed	Application	None	None	TIR Missed: No		0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507292	Jim Matthies	Application	Error	None	TIR Missed: Yes		1.36
Capitol Hosting	Dale Hicks	Public Safety	Low	Closed	TTR Missed: No		2.35
INC000000507297	Raymond Thomson	Application	None	None	TIR Missed: No		0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507372	Bill Visarraga	Application	Password	Content Manager	TIR Missed: No		0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507397	John Fairbanks	None	None	Avaya CentreVu Supervisor	TIR Missed: No		0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507425	Kellie Oaks	PC/Laptop	Password	Utah Highway Patrol Mobile App	TIR Missed: No		0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No		1.38
INC000000507431	Bruce B Johnson	Application	Error	FATPOT	TIR Missed: No		0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No		1.50
INC000000507505	Debbie Darger	Application	None	Novell Messenger	TIR Missed: No		0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No		0.00
INC000000507522	Nancy Sanchez	Telecom	Call/Receive	Telephone	TIR Missed: No		0.26
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No		0.29

Public Safety

INC000000507553	Tom Schneiter	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.50
INC000000507590	Kelly Thomas	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.24
INC000000507607	Michelle Bennett	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507619	Miya Finney	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507632	Dave Moreno	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.49
INC000000507693	Jill Reed	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507737	David Pearson	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.52
INC000000507765	Keri Gibson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507785	James Sellick	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.66
INC000000507883	Rachel Burress	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507894	Kristie Bonnett	Network	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507921	Rachel Burress	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000507979	Connie Bell	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508020	Shane Thomas	Application	Password	Utah Master Directory	TIR Missed: No	0.22
Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000508069	Kristina Johnson	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508224	Chamberlin Neff	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.00
INC000000508226	Robert Cowart	Application	Password	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.02

Public Safety

INC000000508257	Paula Delsigne	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508273	Linda Reschke	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508280	Stephen Bevan	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508285	Chantell Skiby	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508310	Kimberlee Barnes	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508316	Angela D Peterson	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508331	Shelly Peterson	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508343	Larry Mower	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000508346	Andrew Pacejka	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508353	David Pearson	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000508403	Garrett Commagere	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000508406	Bryce Kohler	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000508497	Jed C Davis	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.59
INC000000508590	Charles Collett	Telecom	Call Management	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato	Public Safety	Low	Closed	TTR Missed: No	0.30
INC000000508761	Melinda Stephens	None	None	Adobe Acrobat	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508764	Catherine Huhtala	None	None	Adobe Acrobat	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000508820	Linda Reschke	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000508862	Terry Woodward	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000508956	Susan M Thomas	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.27
INC000000509000	James E Wright	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.35
INC000000509001	Kathy Facer	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509032	Paige Kirby	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509113	Michelle Hunt	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509267	Marianne Bauman	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509286	Sherri Green	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509358	Marge Dalton	Telecom	Feature	Telephone	TIR Missed: No	0.13
Voice Operations	Julie Sabato	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000509360	Julie Groth	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509403	Christine Green	Telecom	Call Management	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000509430	Connie Simper	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509433	Sandra Pratt	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509439	Ken Barton	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509441	Alyssa Moody	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509453	Ralph Earl	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509482	Ralph Earl	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000509562	Catherine Huhtala	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509585	David Popelmayer	None	None	None		TIR Missed: No	0.47
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.60
INC000000509603	Beth Poulsen	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509648	Michele Marfori	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509772	Jennifer Donleavy	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509791	Ken Barton	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509911	Melanie Monroe	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509930	Peggy Jacobsen	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509933	Anna Boynton	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509936	Louize Smith	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509939	Michelle Bennett	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509946	Marc Atkinson	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509949	Claudia K Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509950	Chris Barber	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000509986	Keri Gibson	None	None	Microsoft Word	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510056	Lani Snodgrass	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510062	Sheryl Allums	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000510090	Liz Hawkins	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510093	Sheena Burton	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510105	Chad Hatch	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510150	Colleen Koch	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510270	Todd Johnson	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.72
INC000000510289	Colleen Koch	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510313	Catherine Huhtala	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510327	Gina Decaria	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510372	Nolan Mitchell	None	None	None		TIR Missed: No	0.50
Metro C Hosting		Caleb Pryor	Public Safety	High	Closed	TTR Missed: No	2.88
INC000000510408	Melonie Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510411	Phillip Waters	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.27
INC000000510490	Terry Woodward	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.18
INC000000510496	Jason Sills	Application	Error	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000510526	Colby Garrick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.84
INC000000510542	Lani Snodgrass	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510543	Melanie Monroe	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510547	Connie Simper	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000510548	Luke Stradinger	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000510572	Charles Collett	None	None	Content Manager	TIR Missed:	No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510658	Todd Holbrook	None	None	None	TIR Missed:	No	0.00
	Metro C Hosting	Adam Sorensen	Public Safety	Medium	Closed	TTR Missed: No	0.00
INC000000510693	Roger Jensen	Application	None	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510702	Janet Read	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510713	Hillary Carlson	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510787	Jennifer McNair	Application	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510806	Teri Carter	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510824	Mark Johnson	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.96
INC000000510826	Nicholas Street	Application	Error	FATPOT	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.93
INC000000510880	Lisa Nielsen	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.94
	Voice Operations	Leon Owen	Public Safety	Low	Closed	TTR Missed: No	0.94
INC000000510893	Jay Henry	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510894	Michele Marfori	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510898	Denice Smith	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000510990	Sloane Petersen	Application	Error	Gmail	TIR Missed:	No	0.93
	Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	1.10
INC000000511100	TJ Harper	Application	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000511105	Della Estrada	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

| INC000000511108 | Dave Tafoya | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511116 | Michelle Owen | Application | Password | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511223 | Marge Dalton | Telecom | Call/Receive | Telephone | TIR Missed: No | 0.08 |
| Voice Operations | | Romanza Hamblin Sorensen | Public Safety | Low | Closed | TTR Missed: No | 0.16 |

| INC000000511268 | John Vasquez | Application | Reporting | Utah Highway Patrol Mobile App | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 2.22 |

| INC000000511354 | Debbie Clark | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511355 | Janet Read | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511358 | Becky McDaniel | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511362 | Marianne Bauman | PC/Laptop | Password | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511450 | Vu Bowers | Application | Reporting | Utah Highway Patrol Mobile App | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.12 |

| INC000000511594 | Pam Jorgenson | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511600 | Brenda Lane | Application | Password | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511614 | Janet Read | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511632 | Vu Bowers | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.45 |

| INC000000511639 | Matt Miller | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 2.12 |

| INC000000511658 | Kevin Strand | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511697 | Kaycie Deem | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

| INC000000511716 | John Holt | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

Public Safety

INC000000511729	Bonnie Holden	Network	password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511745	Peggy Bowden	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511782	Ralph Earl	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511784	Bonnie Holden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511785	Glen Porter	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511794	Colleen Koch	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511877	Joan Foust	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000511897	Wyatt Weber	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	5.43
INC000000511905	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed		TTR Missed: No	5.63
INC000000511955	Pam Russell	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512068	Tiphanie Clark	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512103	Della Estrada	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512271	Natalie Berry	Telecom	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512312	Stan Peterson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512324	Mindy Hess	None	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000512369	David Henrie	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed		TTR Missed: No	0.12
INC000000512389	Scott Stephenson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000512391	Emily Smith	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512393	Joan Foust	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512394	Pam Russell	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512486	Jason Robb	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512487	Sharon Harward	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512525	Matt Spillman	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512602	Ralph Earl	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512619	Debbie Darger	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512636	Bruce Call	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512684	Kaycie Deem	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000512870	David Rumfield	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Closed	TTR Missed: No	1.64
INC000000512918	Todd Gold	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000513089	Michael Ventura	Application	Password	Content Manager		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000513154	Brandon Shaw	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.40
INC000000513157	Bruce Riches	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Closed	TTR Missed: No	1.39
INC000000513177	Ralph Earl	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Closed	TTR Missed: No	0.00
INC000000513220	Hillary Carlson	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000513273	Stephanie Stoddard	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513276	Chris Newlin	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.60
INC000000513309	Leroy Crawford	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513350	Jason Chapman	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513367	Gary Perea	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.33
INC000000513432	Kris Phillips	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513469	Shawn Peppers	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.55
INC000000513475	Robyn Lalumia	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513527	Linda Allen	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513642	Marge Dalton	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513671	Jeff Chugg	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000513683	Kathy Facer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513709	Barbara Butterworth	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513780	Lani Snodgrass	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513788	Melinda Stephens	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513793	Sloane Petersen	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000513936	Michelle Owen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000514301	Jacob Dunn	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514318	Norma Fox	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514341	Sherri Green	Network	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514342	Jennifer Donleavy	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514343	Kim Passey	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514344	Stephen Bevan	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514349	Irene Swenson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514435	Debbie Clark	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514442	Nate De La Cruz	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514445	Peggy Jacobsen	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514489	Karyn David	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514574	Staci Parry	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514662	Amber Legg	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514718	Michelle Fisher	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Public Safety	Low	Closed		TTR Missed: No	0.05
INC000000514725	Leona Cover	EIS Hardware	None	None		TIR Missed: No	0.48
Strategic Communications	Dennis Rogers	Public Safety	Low	Closed		TTR Missed: Yes	10.53
INC000000514790	Alicia Williams	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed		TTR Missed: No	0.00
INC000000514801	Mykeanne Hurst	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed		TTR Missed: No	0.00

Public Safety

INC000000514803	Lani Snodgrass	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000514951	Marjean Hansen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000514960	Oliver Moore	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000514978	Kaab Malik	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.04
	Voice/Data/WAN Services	Greg Blessing	Public Safety	Low	Closed	TTR Missed: No	0.13
INC000000515012	Richard Richins	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515031	Hillary Carlson	PC/Laptop	Hardware	None		TIR Missed: Yes	6.75
	Rural Central Desktop Support	Rod Montoya	Public Safety	Low	Closed	TTR Missed: Yes	6.75
INC000000515051	Sheri West	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515072	Georgia Difrancesco	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515090	Angela D Peterson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515107	Sheila Case	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515213	Ted Cartwright	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515296	Mike Hepworth	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515297	Brent Horn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515371	Rhonda Treptow	Telecom	Call/Receive	Telephone		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.45
INC000000515609	Cherri Dare	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515708	Jared Jensen	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000515722	Thomas Simpson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11

Public Safety

INC000000515727	Brett Christensen	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.04
INC000000515738	Jeff Willmore	Application	Reporting	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.85
INC000000515771	Kathy S Wilcox	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515785	Jed Crittenden	PC/Laptop	Password	None	TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515856	Lance Tyler	Application	Password	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515878	Beth Poulsen	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515900	Randy Riches	PC/Laptop	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	3.65
INC000000515905	Nancy Wall	Application	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515919	Marianne Bauman	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515932	Todd Kreitzer	Application	None	Utah Drivers License System	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515937	Joe Kros	Application	Password	Content Manager	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515955	David Pearson	Application	Reporting	FATPOT	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.24
INC000000515965	Marjean Hansen	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000515993	Todd Holbrook	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000516021	Jake Unguren	Application	Password	Data Warehouse	TIR Missed:	No	0.52
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.79
INC000000516077	Kyleen Hoover	Application	Error	Utah Criminal Justice Informatio	TIR Missed:	No	0.16
	Network Operations	Brant Davis	Public Safety	High	Closed	TTR Missed: No	0.39
INC000000516083	Valerie Webster	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000516126	Mindy Lindquist	None	None	None		TIR Missed:	No	0.06
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed:	No	1.38
INC000000516134	Laurie Hytry	Application	Error	Utah Criminal Justice Informatio		TIR Missed:	No	0.08
	Metro C Hosting	Scott Gabbert	Public Safety	Medium	Closed	TTR Missed:	No	0.59
INC000000516161	Michelle Hunt	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516216	Carlynn Scott	Application	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516258	Jack Jessop	Application	Reporting	FATPOT		TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed:	No	1.27
INC000000516328	Latonya Heaton	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516359	Scott Pugmire	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516378	Michelle Hunt	EIS Hardware	None	None		TIR Missed:	No	0.13
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed:	No	3.11
INC000000516404	Terry Lamoreaux	Application	Error	None		TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516406	Kim Passey	Application	Error	None		TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516417	Mayland Layton	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516423	James Ray	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.34
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed:	No	0.95
INC000000516523	Claudia K Taylor	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516666	Sandra Pratt	None	None	None		TIR Missed:	No	0.31
	Voice/Data/WAN Services	Mike Johnson	Public Safety	Low	Closed	TTR Missed:	No	0.31
INC000000516797	Della Estrada	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516831	John Crofts	Application	None	Gmail		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000516835	Liz Hawkins	Application	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00

Public Safety

INC000000516864	John Fairbanks	None	None	None			TIR Missed:	No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000516873	Tara Zamora	Application	Error	None			TIR Missed:	No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517001	Tony Young	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517021	Chamberlin Neff	Application	None	Utah Highway Patrol Mobile App			TIR Missed:	No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed			TTR Missed:	Yes	6.09
INC000000517026	Kyleen Hoover	None	None	None			TIR Missed:	No	0.14
Network Operations	Brant Davis	Public Safety	High	Closed			TTR Missed:	No	0.95
INC000000517041	Brenda Lane	None	None	None			TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517065	Emery Calkins	Application	Reporting	FATPOT			TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed			TTR Missed:	No	0.19
INC000000517152	Ralph Earl	Application	None	None			TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517154	Barbara Butterworth	Application	None	None			TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517214	Kim Passey	Application	Reporting	FATPOT			TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed			TTR Missed:	No	2.36
INC000000517322	Marge Dalton	Telecom	Call/Receive	None			TIR Missed:	No	0.30
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed			TTR Missed:	No	0.30
INC000000517411	Douglas Christensen	Application	Reporting	FATPOT			TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed			TTR Missed:	No	0.10
INC000000517425	Jeffery Breinholt	None	None	None			TIR Missed:	No	0.08
Rural Central Desktop Support	Todd Hardy	Public Safety	Low	Closed			TTR Missed:	No	1.27
INC000000517429	Georgia Difrancesco	None	None	Novell GroupWise			TIR Missed:	No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517439	Joe Clasby	Application	Password	Utah Criminal Justice Informatio			TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed			TTR Missed:	No	0.32
INC000000517447	Jim Lloyd	None	None	None			TIR Missed:	No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed			TTR Missed:	No	0.00
INC000000517499	Marge Dalton	None	None	None			TIR Missed:	No	0.00
Voice Operations	Gail Christiansen	Public Safety	Low	Closed			TTR Missed:	No	0.00

Public Safety

| INC000000517558 | Spencer Miller | None | None | None | | TIR Missed: | Yes | 2.37 |
| Application Support | Sam Clark | Public Safety | Critical | Closed | TTR Missed: | No | 2.37 |

| INC000000517561 | Jacob Dunn | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517583 | Barbara Hillas | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517613 | Barbara Hillas | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517624 | Jeffery Breinholt | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517626 | Diane Norton | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517629 | Alan Nygard | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517654 | Susan Olsen | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517661 | Summer Excell | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517672 | Jennifer Campbell | Application | Error | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517767 | Sharon Harward | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517811 | Ralph Earl | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517814 | John Holt | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517856 | Sharon Juretich | Application | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517894 | Michelle Owen | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517909 | Rachel Conner | None | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000517962 | Leona Cover | None | None | Utah Drivers License System | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

Public Safety

INC000000517988	Michelle Hunt	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518003	Valerie Webster	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518051	Susan Brown	None	None	Novell GroupWise		TIR Missed: No	0.18
	Application Services	Paul Lundell	Public Safety	Low	Resolved	TTR Missed: No	0.54
INC000000518054	Dave Tafoya	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518067	Jason Robb	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518098	Todd Kreitzer	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518224	Beverly Edmundson	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518286	Pam Russell	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518460	Paul Curry	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518486	Jill Laws	None	None	None		TIR Missed: No	0.22
	Metro C Hosting	Caleb Pryor	Public Safety	Critical	Closed	TTR Missed: No	0.22
INC000000518496	Ralph Earl	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518521	Lisa Ames	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518531	Angela D Peterson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518536	Jackie Barber	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518539	Chad Hatch	Network	Error	None		TIR Missed: Yes	2.45
	Rural North Desktop Support	Ryan Casey	Public Safety	Low	Resolved	TTR Missed: No	2.45
INC000000518544	Shannon G Johnson	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518548	Sheena Burton	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

Public Safety

INC000000518554	Claudia K Taylor	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518557	Michelle Hunt	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518559	Ashley Nicholas	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518560	Stacy Debban	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518563	Robin Martinez	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518564	Jason Robb	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518566	Derek Clingman	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518568	Liz Hawkins	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518570	Nichole J Rilk	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518572	Della Estrada	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518574	Kevin Strand	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518576	Britanie Hurd	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518579	Charlene Richards	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518580	Melanie Ellis	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518589	Hillary Carlson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518591	Jackie Barber	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00
INC000000518593	Donna Nielsen	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety	Low	Closed	TTR Missed:	No	0.00

Public Safety

INC000000518595	Tricia Wilson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518597	Sherri Thorsen	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518600	Trina Polanowski	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518601	Steve Higley	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518606	Spencer Miller	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518607	Janet Read	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518610	Kathy S Wilcox	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518612	Georgia Difrancesco	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518614	Tonya Fischer	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518628	Aiveni Taufa	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall		Public Safety	Low	Closed	TTR Missed: No	5.10
INC000000518655	Todd Royce	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall		Public Safety	Low	Closed	TTR Missed: No	4.61
INC000000518739	Jason Robb	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518902	Jason Jensen	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro C West Desktop Support	Bill Hall		Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000518906	Chad Hatch	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000518918	Paula Schon	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold		Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000519027	Justin Cheney	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall		Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000519059	Lynn Schultz	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell		Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000519076	Rod Elmer	Application	Password	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	3.50

INC000000519097	Kathy Facer	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519139	Angela D Peterson	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519168	Debbie Haskin	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519195	Scott Pugmire	Application	Error	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.54

INC000000519221	Kaab Malik	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519223	Richard Beveridge	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.26

INC000000519225	Roger Jensen	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519229	Corey Houskeeper	Application	Password	Utah Criminal Justice Information	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.20

INC000000519237	Todd Royce	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.53

INC000000519238	Gabby Macconaghy	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519242	Joseph Rodriguez	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519270	Ryan Rodrique	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519282	Janet Miller	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.98

INC000000519289	Troy Marx	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

INC000000519443	Janet Miller	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	4.66

INC000000519465	Sheila Case	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000519592	Keri Gibson	Application	Password	Utah Master Directory	TIR Missed: No	0.14
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.29
INC000000519633	Josh Workman	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.14
INC000000519638	Travis Barrett	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.79
INC000000519743	Todd Royce	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.62
INC000000519787	Rod Elmer	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.35
INC000000519814	Vu Bowers	Application	Reporting	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.27
INC000000519816	Lonna Tait	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000519904	Nora Ostler	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000519956	Michelle Hunt	None	None	Microsoft Office	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000519964	Michelle Hunt	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000519971	Kim Passey	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520060	Randy Harward	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520066	Dan Altenes	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520091	Kim Passey	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520099	Justin Cloward	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.87
INC000000520137	Mark Romrell	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520140	Justin Cloward	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.61

Public Safety

INC000000520143	Justin Cloward	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	2.65
INC000000520145	Hillary Carlson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520150	Dale Nielson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520154	Angela D Peterson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520156	Kellie Oaks	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.45
INC000000520280	Maurine Penrod	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.93
INC000000520281	Peggy Jacobsen	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520312	Jess Anderson	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.61
INC000000520343	Michelle Owen	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520347	Debbie Darger	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520348	Sheila Case	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520353	Paul Kotter	Application	Reporting	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.44
INC000000520384	Jeffery Breinholt	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520390	Taylor Van Houten	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	4.26
INC000000520402	Kelli Buchanan	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520477	Leona Cover	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000520540	Wendell Nope	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000520543	Tanner Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520566	Paula Schon	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520662	Nick Bowles	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.92
INC000000520698	Chelsey Burns	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520721	Susan Brown	Application	Password	Content Manager	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520765	Laura Ellis	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520766	Letisha Garrick	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520768	Ken Barton	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520774	Merri Coleman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.08
INC000000520775	Randy Cooper	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.06
INC000000520842	Laconna Davis	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520903	Nick Bowles	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	0.44
INC000000520966	Sueann Crowley	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000520967	Maurine Penrod	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.13
INC000000520970	Brad Horne	Application	Reporting	FATPOT	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.49
INC000000520988	Tony Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000521075	TJ Harper	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000521090	Margaret Kettle	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521092	Jan Frisbee	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521152	Ashten Barber	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521231	Pilar Shortsleeve	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521239	Tricia Wilson	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521261	Shanna Kelsch	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521275	Chris Barber	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521278	Tricia Wilson	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521285	Doug Rawlinson	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	1.88
INC000000521321	Jennifer Campbell	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521342	Alan Nygard	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521412	Jennifer Donleavy	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521426	Teri Pectol	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521440	Matt Urban	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.25
INC000000521452	Emma Garcia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000521531	Teri Carter	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.24
INC000000521538	Nicholas Napierski	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.16

Public Safety

INC000000521662	Nancy Locke	Application	Error	None			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521665	Darryl Barry	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521667	Makette Morgan	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521669	Lisa Nielsen	Application	Error	None			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521678	Sterling Clark	PC/Laptop	Hardware	None			TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	0.87
INC000000521698	Nathan Croft	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Metro C West Desktop Support		Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.30
INC000000521724	Johna Garner	Application	Error	None			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521726	Stan Peterson	Application	Error	None			TIR Missed: No	0.00
Metro C Help Desk		Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521810	Ralph Earl	PC/Laptop	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521811	Kimberly Coulter	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521825	Kathy Facer	None	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521855	Joe Kros	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521879	Jason Chapman	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521880	Jana DeMille	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521888	Sterling Clark	PC/Laptop	None	None			TIR Missed: No	0.00
Rural Central Desktop Support		Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	2.40
INC000000521894	Chad Hatch	None	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000521895	Elisha Wilson	Application	None	None			TIR Missed: No	0.00
Metro C Help Desk		Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000521914	Kristina Johnson	None	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000521951	Ralph Earl	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000521978	Chelsey Burns	Network	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000521979	Emma Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000521984	Lisa Nielsen	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522055	Martin Wilson	Mobile Devices	Error	iPhone	TIR Missed: No	0.63
Help Desk	Sarah Johnson	Public Safety	Low	Resolved	TTR Missed: Yes	6.01
INC000000522078	Pam Strode	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522229	Ellen Obray	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522241	Sandra Pratt	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522350	Melanie Monroe	EIS Hardware	None	None	TIR Missed: No	0.18
Strategic Communications	Kerry Williamson	Public Safety	Low	Resolved	TTR Missed: No	0.18
INC000000522364	Rhonda Treptow	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522515	Randy Harward	Application	Password	Utah Master Directory	TIR Missed: No	0.53
Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	1.29
INC000000522597	John Robison	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522601	Melanie Monroe	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522602	Chad Hatch	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522621	John Bailey	None	None	Internet Explorer	TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000522636	Elsie Langi	None	None	None	TIR Missed: No	0.00
Capitol Hosting	Danny Black	Public Safety	High	Resolved	TTR Missed: Yes	11.47

Public Safety

INC000000522636	Elsie Langi	None	None	None			TIR Missed: No	0.00
	Capitol Hosting	Danny Black	Public Safety	High	Resolved		TTR Missed: Yes	11.47
INC000000522636	Elsie Langi	None	None	None			TIR Missed: No	0.00
	Capitol Hosting	Danny Black	Public Safety	High	Resolved		TTR Missed: Yes	11.47
INC000000522723	Shailyn Marx	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522754	Katherine Lawrence	Network	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522808	Brenda Lane	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522869	Blaine Prescott	Application	Password	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522870	Melanie Monroe	Application	Error	None			TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522871	Mccall Christensen	Application	Reporting	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522878	Nancy Hess	Application	Password	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522884	Todd Royce	None	None	None			TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522895	Brenda Barry	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000522899	Mccall Christensen	Application	Error	Employee Gateway			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000523169	Chris Terry	PC/Laptop	Password	Utah Criminal Justice Informatio			TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	2.99
INC000000523176	Elsie Langi	None	None	None			TIR Missed: No	0.00
	Metro C Hosting	Scott Gabbert	Public Safety	High	Resolved		TTR Missed: No	0.47
INC000000523176	Elsie Langi	None	None	None			TIR Missed: No	0.00
	Metro C Hosting	Scott Gabbert	Public Safety	High	Resolved		TTR Missed: No	0.47
INC000000523220	Misty Witkamp	None	None	None			TIR Missed: No	0.00
	Network Operations	Dave Bodily	Public Safety	Medium	Resolved		TTR Missed: No	0.00
INC000000523286	Lynne Criddle	Application	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00

Public Safety

INC000000523336	Todd Royce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	1.10
INC000000523465	B Dransfield	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523521	Maria Martinez	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523553	Pam Russell	Application	Error	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523562	Chris Rueckert	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523567	Allison Unsworth	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523678	Joshua Porter	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety		Low	Resolved	TTR Missed: No	0.42
INC000000523691	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	6.00
INC000000523701	Nolan Mitchell	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Resolved	TTR Missed: No	0.37
INC000000523702	Nolan Mitchell	None	None	Symantec AntiVirus		TIR Missed: No	0.00
Metro C West Desktop Support	Tyson Wall	Public Safety		Low	Resolved	TTR Missed: No	0.38
INC000000523722	Linda Petty	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523775	Dave Tafoya	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523788	Matt Miller	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety		Low	Resolved	TTR Missed: No	4.89
INC000000523910	Beau Mason	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000523931	Lani Snodgrass	Application	None	Utah Drivers License System		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000524121	Charlene Richards	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety		Low	Resolved	TTR Missed: No	0.00
INC000000524186	Bill Parkin	None	None	None		TIR Missed: No	0.34
Capitol Hosting	Mike Tyrrell	Public Safety		High	Resolved	TTR Missed: No	0.34

Public Safety

INC000000524191	Laurie Hytry	None	None	None		TIR Missed: No	0.21
Capitol Hosting	Matt Dunlap	Public Safety	High	Resolved	TTR Missed: No	0.95
INC000000524200	Rick Shrader	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.49
INC000000524211	Heather Coleman	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524234	Dennis Murray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524264	Dennis Murray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524265	Jacob Dunn	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524270	Sascha Lopez	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524275	Scott Wilson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.12
INC000000524279	Troy Mills	Application	Password	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000524300	Julie Pearson	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524312	Jennifer Donleavy	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524317	Jan Pearson	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524330	Jesse Valenzuela	Application	Error	Novell GroupWise		TIR Missed: No	0.07
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.47
INC000000524384	Anne Terry	Application	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524471	Jacob Dunn	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524509	Jim Lloyd	Network	Incident	None		TIR Missed: No	0.00
Network Operations	Kelli Okumura	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524537	Oliver Moore	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000524554	Jennifer Stefanoff	Application	Error	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524555	Valerie Webster	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524587	Charlene Richards	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524593	Staci L Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524819	John Holt	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524832	Valerie Webster	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000524889	Tom Schneiter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525004	Nicole Vawdrey-Gunn	Telecom	Voice Mail	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525007	Jaye Christensen	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525018	Lisa Hamilton	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525072	Staci L Parry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525122	Rich Christianson	PC/Laptop	None	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	3.01
INC000000525134	Lynda Bishop	Application	Password	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525283	Laura Russell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.96
INC000000525292	Jason Sagers	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	3.94
INC000000525330	Jan Frisbee	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000525413	Sally Lundgreen	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Public Safety	Low	Resolved	TTR Missed: No	0.00

Public Safety

INC000000525465	Jackie Barber	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Resolved		TTR Missed: No	0.15
INC000000525491	Marc Difrancesco	Application	Reporting	None		TIR Missed: No	0.22
Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved		TTR Missed: No	1.45
INC000000525647	Karla Shepherd	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000525652	Barbara Hillas	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000525660	Emery Calkins	Application	Reporting	FATPOT		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Low	Resolved		TTR Missed: No	0.10
INC000000525668	Marc Atkinson	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000525671	Marc Atkinson	Network	Password	None		TIR Missed: No	0.00
Metro C Help Desk	Torrens Arnold	Public Safety	Low	Resolved		TTR Missed: No	0.00
INC000000525764	Kevin Elmer	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved		TTR Missed: No	0.98